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A SERIES  
OF INVESTMENTS  
TO ENSURE  
TUCSON'S  
WATER FUTURE



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## The Tucson Water Mission Statement

*Our commitment is to ensure that our  
customers receive high quality water  
and excellent service in a safe, reliable,  
efficient, and environmentally  
responsible manner.*



## Water Reliability in a Desert Community

Tucson Water's Water Reliability Program includes all the investments and commitments that, together, ensure our customers have a reliable water supply and system today and for the future.

The Water Reliability Program encompasses five areas – supply, quality, customers, operations and systems, and conservation and efficiency.

### TUCSON WATER IS COMMITTED TO:

- Delivering safe and high quality water
- Maximizing the use of all local renewable water resources
- Ongoing maintenance and improvement of our water supply and delivery system
- A financially-stable utility
- Long-term planning, and appropriate infrastructure and program investment
- Improvements in water system energy efficiency
- Clear and timely communication to our customers about water and how to use and re-use it efficiently





## Water Supply

*The western United States is predicted to continue to get drier and warmer in the future. Long-term drought and climate change will impact our region's water supplies.*

Tucson Water and its customers are better prepared than most western communities for drier conditions, including drought, in part because our water resource options are varied. We have Central Arizona Project water, groundwater, and recycled water.

Recycled water is currently treated to irrigation standards and used as reclaimed water on parks and golf courses. Tucson Water is studying the possibility of further treating recycled water to use for groundwater replenishment.



*Tucson Water's Long Range Water Plan and its updates emphasize good storage facilities, multiple water resources, and water efficiency programs so we can continue to serve the more than 700,000 people who use our water. Review the Plan at [tucsonaz.gov/water/water-resources](http://tucsonaz.gov/water/water-resources).*



## Water Quality

*Tucson Water delivers quality water to our community. We meet strict water quality regulations set by the U.S. Environmental Protection Agency.*

Tucson Water regularly samples water from hundreds of locations across its service area. Our Water Quality Laboratory reports the test results every month to the Arizona Department of Environmental Quality. More than 14,000 tests are performed annually.

Our water hardness continues to increase as our renewable supply of Colorado River water blends with our groundwater. Tucson Water is studying long-term solutions to help customers reduce the inconveniences hard water can cause in their homes or businesses.

*Monthly and annual water quality reports are available online at [tucsonaz.gov/water](http://tucsonaz.gov/water). Free copies can be obtained by calling (520) 791-5945 or e-mailing [WQinfo@tucsonaz.gov](mailto:WQinfo@tucsonaz.gov).*



## Water Customers

*Our customers are our most important consideration. We strive to make Tucson Water operations and customer service the best that they can be.*

Tucson Water's commitments to quality customer service include increasing staff during peak times; offering electronic payment and eBilling systems; installing Automatic Meter Reader technology for utility and customer online usage access; providing free materials on water efficiency and reliability; and having people available to speak to a group or organization upon request.

Tucson Water's website allows customers to submit service requests and print forms, view water rates and service areas, ask questions, and get the latest information on utility operations and resource planning. Our YouTube page covers a wide variety of water-related subjects.



Contact Customer Service at (520) 791-3242, (800) 598-9449, [TW\\_CustomerService@tucsonaz.gov](mailto:TW_CustomerService@tucsonaz.gov), or [tucsonaz.gov/wqter](http://tucsonaz.gov/wqter)



## Water Operations & Systems

*Tucson Water's system includes more than 66 reservoirs, 4,400 miles of water mains, 80,000 valves, 22,000 fire hydrants, and 200 wells, plus recharge facilities, pumping stations, and other operational components.*

Tucson Water's investments go beyond day-to-day maintenance. These include:

- rehabilitating water reservoirs
- upgrading the computerized control system
- replacing water meters, valves, and mains

Reduced energy use and lower operating are being achieved by:

- implementing Supervisory Control and Data Acquisition (SCADA) technology
- upgrading, reconditioning, and replacing pumps and motors at booster station sites
- using solar energy at the Central Avra Valley Storage And Recovery Project (CAVSARP)



*Tucson Water investments in technology, maintenance, and improvements means customers can always count on quality water at their homes and businesses.*



## Water Conservation & Efficiency

*Tucson Water and its customers have a national reputation for being water efficient*

Tucson Water has assistance and incentives to encourage water conservation and efficiency. Rebates for installing high efficiency toilets, and rainwater harvesting and gray water systems are available to residential customers. Free publications on home water use, landscape plants, and xeriscaping are also available upon request.

Free in-class and guided tour programs specifically designed for students and teachers at several grade levels are offered through partnerships with the Environmental Education Exchange and Arizona Project WET. These help develop water stewardship and community engagement.



*Tucson Water also provides its residential customers with a free "Zanjero" water audit to help them use water more efficiently in their homes. Call (520) 791-3242 or e-mail [TW\\_CustomerService@tucsonaz.gov](mailto:TW_CustomerService@tucsonaz.gov) to request an audit.*